

2016 – 2017

COURSE: MA 105 – Introduction to Medical Assisting I

COURSE DESCRIPTION: This course introduces medical office procedures. Topics include the roles and responsibilities of the medical assistant, oral and written communication process in the office setting, and the use and maintenance of office equipment.

COURSE GOAL: Upon successful completion of this course, the student will be able to identify the roles and responsibilities of a medical assistant. The student will also be able process professional communications to include verbal and nonverbal as well as apply the communication skills in various settings. The student will also be able to perform various duties with office computers and equipment.

PREPARED BY: Kris Lindahl, CMA (AAMA)

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DURATION: 56 Clock Hours 2 Semester Credits

SEMESTER: Fall 2016 (8/18/16 – 12/16/16) T/R 1:00 PM ROOM 110A

TEXT: Medical Assisting Administrative & Clinical Competencies 8th edition, Michelle Blesi, Cengage; ISBN: 978-1-305-11070-0 Cost: \$145.00

Medical Assisting Administrative & Clinical Competencies Workbook 8th edition, Michelle Blesi, Cengage; ISBN: 978-1-305-11085-4 Cost: \$129.00

UNITS OF INSTRUCTION:

MA 105 1	The Medical Assistant
MA 105 2	Ethical Issues
MA 105 3	Verbal and Nonverbal Communications
MA 105 4	Applying Communication Skill
MA 105 5	Written Communications
MA 105 6	The Office Environment, Computers, and Equipment

STUDENT LEARNING OUTCOMES:

MA 105 1 Chapter One

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Describe the role of the medical assistant.
3. List seven questions individuals should ask themselves before becoming a medical assistant.
4. List the general responsibilities and skills of the medical assistant.
5. Define patient navigator.
6. Describe the role of the medical assistant as a patient navigator.
7. Intervene on behalf of the patient regarding issues/concerns that may arise, for example, insurance policy information, medical bills, physician/provider orders, and so on.
8. Compare and contrast provider and medical assistant roles in terms of standard of care.

9. Define the principles of self-boundaries.
10. List the types of establishments in which medical assistants work.
11. Describe the current employment outlook for the medical assistant.
12. Describe behaviors that are necessary when working in a professional capacity.
13. Describe the ideal appearance of a medical assistant and factors that influence appearance.
14. List four basic goals of time management.
15. Describe items or situations that take priority when working in an administrative or clinical capacity.
16. List and describe professional organizations that certify or credential medical assistants.
17. Describe the medical assisting credentialing requirement and the process to obtain the credential and comprehend the importance of credentialing.

MA 105 2 Chapter Four

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Discuss the concepts of autonomy, beneficence, and distributive justice and how they apply to ethical issues in healthcare.
3. Differentiate between personal and professional ethics.
4. List and describe at least six ethical issues in health care.
5. Differentiate between legal, ethical, and moral issues affecting healthcare.
6. Identify where to report illegal and unsafe activities and behavior that affect the health, safety, and welfare of others.
7. Discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting practice.
8. Identify the effect of personal morals on professional performance.

MA 105 3 Chapter Five

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Recognize the elements of oral communication, using a sender-receiver process.
3. Identify the components of the standard communication model.
4. Identify styles and types of verbal communication.
5. Recognize barriers to communication.
6. Identify techniques for overcoming communication barriers.
7. Identify types of nonverbal communication.
8. Display professionalism through written and verbal communications.
9. Discuss the theories of Maslow, Erikson, and Kubler-Ross.
10. Discuss developmental stages of life.
11. Provide support for terminally ill patients:
 - a) Use empathy when communicating with terminally ill patients
 - b) Identify common stages that terminally ill patients experience
 - c) List organizations/support groups that can assist patients and family members of patients experiencing terminal illness.
12. List and give an example of commonly used behavior defense mechanisms.
13. Differentiate between adaptive and nonadaptive coping mechanisms.
14. Identify the role of self-boundaries in the health care environment.

MA 105 4 Chapter Six

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Define critical thinking and list the steps in applying critical thinking skills to a problem.

3. Discuss examples of cultural, social, and ethnic diversity.
4. Define coaching a patient as it relates to health maintenance, disease prevention, compliance with treatment plan, community resources, and adaptations relevant to individual patient needs.
5. Relate assertive, aggressive, and passive behaviors to professional communication.
6. Analyze the effect of hereditary, cultural, and environmental influences on behavior.

MA 105 5 Chapter Twenty Three

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. List nine types of correspondence used in the medical office and identify when each is used.
3. Name instances when form letters and templates may be indicated.
4. Explain the purpose of information sheets and patient education documents.
5. Discuss applications of electronic technology in professional communication.
6. List the pros and cons of using email.
7. List three precautions to take to avoid acquiring a virus through email.
8. Explain how HIPAA affects correspondence.
9. Recognize elements of fundamental writing skills, including spelling, parts of speech, sentence structure, punctuation, capitalization, and treatment of numbers.
10. Name and describe the 12 components of a business letter.
11. Identify three letter styles.
12. Explain how to sort, open, and annotate incoming mail.
13. List five classifications of mail.
14. Explain the purpose of following: adult signature, certificate of mailing, certified mail, registered mail, USPS, tracking, and signature confirmation.

MA 105 6 Chapter Twenty Four

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. List key steps in opening the office.
3. Name things to check to ensure safety in the reception area, at the front desk, and in the examination and lab rooms.
4. List tasks to perform to prepare the front desk for the day.
5. List key elements of procedures to close a medical office.
6. Define the computer terms listed in this chapter.
7. Differentiate between computer hardware and software and be able to give examples of each.
8. Define application software and application suites and be able to give an example of each.
9. Differentiate between electronic medical records (EMR) and a practice management system.
10. Explain the capabilities of electronic health records, practice management software, electronic medical records software, and encoder software.
11. Explain the importance of data backup.
12. Explain why caution should be taken when gathering information from the Internet, and describe four guidelines for finding credible information on the Internet.
13. Explain the computer term downtime and describe when this would be used.
14. List five machines, other than the computer, commonly found in the medical offices and describe what they do.
15. Explain the purpose of routine maintenance of administrative and clinical equipment.
16. Identify safety techniques that can be used to prevent accidents and maintain a safe work environment.
17. List steps involved in completing an inventory.

Cognitive Objectives:

- V.C.1. Identify styles and types of verbal communication
- V.C.2. Identify types of nonverbal communication
- V.C.3. Recognize barriers to communication
- V.C.4. Identify techniques for overcoming communication barriers
- V.C.5. Recognize the elements of oral communication using a sender-receiver process
- V.C.6. Define coaching a patient as it relates to:
 - a. health maintenance
 - b. disease prevention
 - c. compliance with treatment plan
 - d. community resources
 - e. adaptations relevant to individual patient needs
- V.C.7. Recognize elements of fundamental writing skills
- V.C.8. Discuss application of electronic communication
- V.C.11. Define the principles of self-boundaries
- V.C.12. Define patient navigator
- V.C.13. Describe the role of the medical assistant as a patient navigator
- V.C.14. Relate the following behaviors to professional communication:
 - a. assertive
 - b. aggressive
 - c. passive
- V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms
- V.C.17. Discuss the theories of:
 - a. Maslow
 - b. Erickson
 - c. Kubler-Ross
- V.C.18. Discuss examples of diversity:
 - a. cultural
 - b. social
 - c. ethnic
- VI.C.8. Differentiate between electronic medical records (EMR) and a practice management system
- VI.C. 9. Explain the purpose of routine maintenance of administrative and clinical equipment
- VI.C.10. List steps involved in completing an inventory
- VI.C.11. Explain the importance of data back-up
- X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
- XI.C.1. Define:
 - a. ethics
 - b. morals
- XI.C.2. Differentiate between personal and professional ethics
- XI.C.3. Identify the effect of personal morals on professional performance

Psychomotor Competencies:

- V.P.2. Respond to nonverbal communication
- V.P.4. Coach patients regarding:
 - a. office policies
- V.P.5. Coach patients appropriately considering:
 - a. cultural diversity

- b. development life stage
 - c. communication barriers
- V.P.8. Compose professional correspondence utilizing electronic technology
- XI.P.1. Develop a plan for separation of personal and professional ethics
- XI.P.2. Demonstrate appropriate response(s) to ethical issues
- XII.P.3. Use proper body mechanics
- XII.P.5. Evaluate the work environment to identify unsafe working conditions

Affective Competencies:

- V.A.1. Demonstrate:
- a. empathy
 - b. active listening
 - c. nonverbal communication
- V.A.2. Demonstrate the principles of self-boundaries
- V.A.3. Demonstrate respect for individual diversity including:
- a. gender
 - b. race
 - c. religion
 - d. age
 - e. economic status
 - f. appearance

XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

XII.A.2. Demonstrate self-awareness in responding to an emergency situation

METHODS OF INSTRUCTION: Lecture, class discussion, workbook chapters, projects, assignments, role-play activities.

ATTENDANCE: Absences can seriously affect grades. Students will be allowed to miss a maximum of 3 class periods. Students are responsible for all information missed while absent from class. This includes changes to the schedule that might occur. Please refer to Program Policy Manual for a full description of the attendance policy.

MAKE-UP POLICY: Make up work procedures are addressed in the MA Program Policy Manual.

STUDENT HANDBOOK: As a student, you are responsible for the information in the LATI handbook located at www.lakeareatech.edu under Current Student/Academics.

ACADEMIC INTEGRITY: Students' Responsibilities: Students are responsible for their own behaviors and are expected to maintain stated standards of academic honesty. Students share the responsibility with the faculty for maintaining an environment that supports academic honesty and discourages plagiarism or cheating.

FACULTY AND ADMINISTRATOR RESPONSIBILITIES: Faculty are responsible for creating a classroom and testing environment that discourages cheating, confronts suspected violators and insures fair environment that discourages academic dishonesty. If a student is participating in academic dishonesty and is caught, he/she may be dismissed from the course.

CAREER COUNSELING

Guidance is available for students when investigating career choices or in reaffirming the choice already made.

PERSONAL COUNSELING

Knowing that student life can be stressful, Lake Area Tech provides personal on-campus counseling for either school-related or non-school-related issues. At times, referral to another counseling service may be warranted. Check with the on-campus counseling staff if you have concerns you need to discuss. Specific referrals for drug and alcohol-related issues will be made by on-campus counselors.

AMERICANS WITH DISABILITIES ACT

Students are entitled to 'reasonable accommodations' under provisions of the Americans with Disabilities Act. Those in need of such accommodations should notify the instructor and make appropriate arrangements with the Counseling Office.

STUDENT TUTORING

The Educational Services Center staff and peer tutors provide tutoring for all courses. If you are a student in need of help in any of your classes, please contact the Educational Services Coordinator located in the LATI library.

PERSONAL OBJECTIVES:

- Attend class session
- Prepare for class session
- Complete assignments by due date
- Demonstrate a high level of responsibility
- Display respect for other members of the class
- Participate in class discussions and projects

COMPLETION STANDARDS: The student will pass the course with a minimum of 80% overall grade in the course.

EVALUATION AND GRADING: Evaluation is directly related to the performance objectives. Performance is measured by examination, assignments, competencies, and/or quizzes.

COMPETENCIES: Students will be allowed **three (3)** attempts at the psychomotor and affective competencies for Introduction to Medical Assisting I. In order for the student to earn a passing grade in the course, the student must successfully complete the psychomotor and affective competencies by performing 100% competent. Students will receive a Pass/Fail grade for competencies.

EVALUATION: The assessment and grading of student performance in this course is based on the following activities:

Workbook Assignments:	10%
Exams:	90%
Total:	100%

The letter grade is based on the percentage of total points earned throughout the semester based on the following grade scale:

100% - 94%	=	A
93% - 87%	=	B
86% - 80%	=	C
79% or below	=	F

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7/16



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